



ATELIER EMMANUEL Salon + Day Spa
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August 14, 2018

Via ECFS

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. § 160(c) to Accelerate Investment in Broadband and Next-Generation Networks, WC Docket No. 18-141

Dear Ms. Dortch,

I am writing to you on behalf of Atelier Emmanuel. We are a salon and day with two locations in San Francisco. We are a Sonic customer, and we urge you not to grant USTelecom's petition.

We use Sonic for our business broadband and telephone services. We chose them after trying AT&T for a number of years. AT&T consistently provided a subpar experience: service was inconsistent and customer service was very much lacking. Rather than addressing these issues, AT&T would instead incessantly solicit us to purchase evermore services or better internet access at prices that were increasingly prohibitive.

Counter that with our Sonic experience: We were advised to first try a residential grade plan to see whether it met our needs. When it eventually did not, we were offered business plan options and given clear communication on might serve us.

At the beginning, there was a lingering issue with our service performance. Sonic quickly escalated the concern. They eventually hunted the problem to poor wiring beneath the street, beyond our building. It was an AT&T issue. Sonic fixed it without charging us a dime.

I want to be frank that we also support Sonic because they support Net Neutrality. This is an important issue to many Americans across all demographics, no matter the disinformation being propagated by special interest groups. It is obvious what happens when we lose alternative service providers: poor service, poor customer service, price gouging. How do we know this? Because we've already experienced it with companies like AT&T.

Please do not end the ability of providers like Sonic to offer an alternative to the incumbent providers.



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Sincerely,

Felix Moreau
General Manager
Atelier Emmanuel